Incident Report - 20250127_170301

Executive Summary

1. Overview of the Incident Landscape: The data represents a total of three incidents. The distribution across departments is quite diverse, with each incident falling under a different department, namely IT Infrastructure, IT Services, and Database. The incidents' categories are also varied, including one each in Network, Email, and Performance.

2. Observations about Priorities and Categories: Of the three incidents, two are classified as high priority and one as medium. This indicates a trend towards more severe incidents that require immediate attention. The categories of the incidents are evenly distributed across Network, Email, and Performance, suggesting that issues are not concentrated in any single area but are instead spread across different aspects of the organization's operations.

3. Trends in Resolution and SLA Compliance: In terms of resolution, two out of the three incidents have been resolved, leaving one unresolved at this time. This shows a positive trend towards resolving incidents promptly. Regarding SLA compliance, two incidents were dealt within the SLA, while one breached the SLA. This indicates a potential issue with timelines or resources related to high-priority incidents.

4. Significant Patterns or Concerns: The significant concern here is the high percentage of high-priority incidents and the instance of a breached SLA. This could suggest an issue with how incidents are being classified or a lack of resources to handle high-priority incidents effectively.

5. Recommendations for Improvement: To improve, it's recommended to review the process of incident classification to ensure high-priority labels are being used appropriately. If they are, consider assigning more resources or better training to handle these types of incidents. Also, to avoid breaching SLAs in the future, it would be beneficial to review the incident that breached its SLA for lessons learned and areas of improvement in process efficiency and resource allocation.

Metrics Overview

- Total Incidents: 3
- Resolved Incidents: 2
- Resolution Rate: 66.7%
- Average Resolution Time: 4.0 hours
- SLA Compliance Rate: 66.7%

Department Analysis

IT Infrastructure

- Total Incidents: 1
- Resolved: 1
- Resolution Rate: 100.0%

IT Services

- Total Incidents: 1
- Resolved: 1
- Resolution Rate: 100.0%

Database

- Total Incidents: 1
- Resolved: 0
- Resolution Rate: 0.0%

Category Analysis

Network

- Total Incidents: 1
- Priority Distribution:
- High: 1
- Medium: 0
- Low: 0
- SLA Status:
- Within SLA: 1
- Breached: 0

Email

- Total Incidents: 1
- Priority Distribution:
- High: 0
- Medium: 1
- Low: 0
- SLA Status:

- Within SLA: 1
- Breached: 0

Performance

- Total Incidents: 1
- Priority Distribution:
- High: 1
- Medium: 0
- Low: 0
- SLA Status:
- Within SLA: 0
- Breached: 0

Priority Distribution

Priority	count
High	2
Medium	1

Status Distribution

Status	count
Resolved	2
Unresolved	1

Recent Incidents

	ID	Title	Description	Status	Priority	Department	Category	Created_Date	Resolution_Date	SLA_Status
2	INC003	Database Performance Issues	Critical database showing significant performance degradation affecting multiple business applications.	Unresolved	High	Database	Performance	2025-01-22 14:20:00	NaT	SLA Breached
1	INC002	Email Service Disruption	Users unable to send or receive emails. Issue traced to email server configuration.	Resolved	Medium	IT Services	Email	2025-01-21 10:15:00	2025-01-21 12:45:00	Within SLA
0	INC001	Network Outage in Building A	Complete network outage affecting all users in Building A. Root cause identified as failed core switch.	Resolved	High	IT Infrastructure	Network	2025-01-20 09:00:00	2025-01-20 14:30:00	Within SLA

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